



Human Resources Specialist

Solicitation No. AID-017-21

OPEN TO: All Interested Candidates
POSITION TITLE: Human Resources Specialist
OPENING DATE: August 27, 2021
CLOSING DATE: September 17, 2021
WORK HOURS: Full-time; 40 hours/week
SALARY RANGE: FSN 11 - (ZMK 566,438.91 p.a. - ZMK 893,414.34 p.a.)
PERIOD OF PERFORMANCE: Maximum of five (5) years total contract duration

SUBJECT: Solicitation for a Cooperating Country National Personal Service Contractor (CCNPSC - Local Compensation Plan)

Dear Prospective Offerors/Applicants:

The United States Government, represented by the U.S. Agency for International Development (USAID) in Zambia, is seeking offers/applications from qualified persons to provide personal services under contract as described in this solicitation.

Offers/applications must be in accordance with **Attachment I** of this solicitation. Incomplete or unsigned offers will not be considered. Offerors/applicants should retain copies of all offer/application materials for their records.

This solicitation in no way obligates USAID to award a PSC contract, nor does it commit USAID to pay any cost incurred in the preparation and submission of the offers.

Any questions must be directed in writing to the Point of Contact specified in the Attached I.

Sincerely,

/s/

Summer Tucker
Contracting Officer
USAID/Zambia

ATTACHMENT I

The United States Government, represented by the U.S. Agency for International Development (USAID) in Zambia, is seeking offers/applicants from eligible and qualified persons for the position of **Human Resources Specialist**:

BASIC FUNCTION:

The USAID/Zambia Human Resources Specialist is responsible for planning, designing, developing, coordinating and implementing a full range of American and Foreign National personnel services to support the USAID/Zambia programs. The USAID/Zambia Mission consists of 101 Foreign National, 22 American employees, and 10 U.S. Personal Services Contractors (USPSC), including staff in four provincial offices. Services provided include: personal services contracting, position classification, recruitment, hiring and termination, travel, workforce planning, USDH assignment coordination, as well as oversight of Mission systems for evaluation, counseling, liaison, healthcare insurance, retirement benefits, and mediation.

The Human Resources Specialist is the Supervisory Executive Officer's (S/EXO) principal advisor on personnel policies and issues; s/he serves as the primary point of contact with the Embassy's Human Resources Office on matters pertaining to post-specific regulations and guidelines affecting American and host country employees. The Human Resources Specialist also administers the Mission awards and training programs and ensures Mission compliance with all legal, regulatory, procedural and policy requirements governing personnel management activities.

MAJOR DUTIES AND RESPONSIBILITIES

Human Resources Administration 40%

1. The Human Resources Specialist plans, directs, and manages the work of the Human Resources (HR) division, implementing new or revised regulations, manuals, and other directives; researching, analyzing, reviewing and making recommendations to the S/EXO on HR policies and programs, and advising on their application to the Mission and provincial offices; providing liaison with the Embassy HR Office, receiving pertinent information and passing it to the S/EXO with an analysis of implications to be addressed, and with recommendations on the best way to handle or implement them.
2. The Human Resources Specialist supervises a subordinate staff of four (4) FSNs (directly or through subordinate supervisors) consisting of 2 HR Assistants, 1 Roving Secretary, and 1 Travel & Transportation Assistant, and coordinates their work by providing a weekly overview of tasks to be performed, setting priorities and receiving information on ongoing tasks, and reaching final decisions on their accomplishments. The Human Resources Specialist provides for both formal and on-the-job training of division staff, in order to enable them to perform their duties, as well as cross-training so staff may be interchangeable in periods of heavy workload or in the case of the absence of staff members.
3. The Human Resources Specialist provides guidance to all Mission staff on the full range of HR concerns and administrative matters, including terms and conditions of employment, procedures and requirements for Awards, Performance Evaluation, Allowances, etc.; assists staff and provides guidance with regard to personal/personnel related problems, such as promotion possibilities, applying to new jobs inside and outside of USAID and the USG, and what might be the best course of action for the requester; and serves as institutional HR memory concerning past practices, as well as precedent and political sensitivities.
4. The Human Resources Specialist guides Mission staff in the process of establishing new positions and the reclassification of existing positions submitted to the S/EXO; oversees HR staff reviews of position descriptions to assure accuracy, clarity, and completeness; provides assistance and advice to Mission managers and supervisors at all levels, including advising supervisors on position description writing, to ensure descriptions reflect current duties and organizational relationships; conducts job site interviews to ensure an understanding of duties and responsibilities delegated and performed; supervises the process of submitting positions for grade-level evaluation to the Regional Human Resources Support Unit (HRSU) in Pretoria, RSA, including recommending grades and official titles; advises supervisors and employees of HRSU classification results, and on appeal procedures, if required; ensures that position information is properly recorded; supervises maintenance of Official Position Description files, with original classifications; and, assures HR division staff provide copies of classifications to the employee, the supervisor, and the file.
5. The Human Resources Specialist reviews proposed USPSC Scopes of Work (SOW), proposed Market Rates (a Civil Service-equivalent classification); provides a recommended Market Rate to USAID/Washington or other Agency resources for final classification and approval to recruit internationally for US or TCN/PSCs prior to

initiation of international recruitment, when required; and, ensures the preparation of appropriate supporting documentation for project-funded PSC positions.

6. The Human Resources Specialist keeps abreast of prevailing wages, benefits, and labor practices in Zambia, and advises the S/EXO of changes. Upon receipt of Embassy approval and USAID concurrence, the Human Resources Specialist implements new FSN Local Compensation Plans, submits new salary information to the appropriate Payroll Center; and supervises the preparation of Personnel Actions and Personal Services Contracting Action forms (JF-62s) in order to reflect new changes.

Contract Management and Recruitment 30%

1. The Human Resources Specialist supervises the preparation of PSC contracts, and manages procurement processes in the HR division; reviews contracts for completeness, presence of necessary technical information, evaluation criteria, and appropriateness for use as a PSC, conferring with the originator to answer questions regarding position requirements; and, based on informed knowledge of various markets, recommends probable sources, advertising requirements, and other conditions that may apply.
2. The Human Resources Specialist prepares advertisements, gains Office Chief clearance, and submits PSC SOWs for international recruitment in required formats, and with necessary information, in accordance with Agency procedures in order to assure the widest possible dissemination and appropriate competition; and assures that positions are advertised the required length of time, and that all other USAID procurement regulations are met.
3. The Human Resources Specialist receives applications, and supervises assessment of applications against SOW requirements; discusses possible trade-offs with selecting official offices when no candidate meets the exact qualifications sought; and assures candidates meet the minimum qualifications set forth by the requesting office.
4. The Human Resources Specialist supervises implementation of Mission Orders on personnel selection and recruitment; coordinates with hiring offices to set up selection panels and oversees the interview and selection process; ensures that the HR staff verifies information provided by candidates, by contacting references and past employers; and, personally screens applicants for professional positions, as referred by the staff, and discusses candidates with the S/EXO, providing a recommended course of action.
5. The Human Resources Specialist negotiates most or all USPSC, TCNPSC, and FSNPSC contracts, sharing responsibility for contract negotiations in accordance with guidance provided by the S/EXO, appropriate USAID regulations, and/or the Mission compensation plan. Negotiations involve detailed discussions with potentially-selected candidates regarding salary history, as opposed to the compensation package offered at USAID; and, requesting proof of salary history in the form of previous salary statements and/or tax statements, checking in detail to verify accuracy. After discussion, presents information, and makes recommendations to the S/EXO for final approval.
6. The Human Resources Specialist supervises preparation of Offer Letters and Memoranda of Negotiation and ensures that all appropriate contract documentation is completed and filed in the individual contract file.
7. The Human Resources Specialist supervises the preparation of PSC Contracts, and Modifications for FSN, US, and TCN PSCs, using appropriate contract formats and attachments, as provided in AIDAR and ADS 309.

Performance Management, Training, Awards and Other Personnel Duties 30%

1. The Human Resources Specialist provides guidance, advice, and assistance to employees on personnel matters, local social security benefits, retirement, recruitment, appointment/hiring/firing, leave, or other personnel matters of concern to employees in the Mission and four provincial offices; and provides advice to the S/EXO on local labor practices and law.
2. The Human Resources Specialist provides management assistance to the S/EXO and Travel and Transportation Assistant on issues affecting USDH, TCNPSC, and USPSC benefits and allowances at Post, such as shipment of HHE, UAB, Vacation Leave, etc.; and advises employees on travel and allowance entitlements, such as Education Travel, R & R, separate maintenance allowance, etc.
3. The Human Resources Specialist supervises the administration of the Mission incentive awards program, including Cash Awards, Meritorious Step Increases, Safe Driving Awards, and Length of Service Certificates. S/he supervises or drafts memoranda to all employees providing awards information and deadlines for submission; collects award nominations; reviews nominations with the S/EXO; and provides nominations to the Interagency Awards Committee. Once awards are approved, the Human Resources Specialist ensures the responsible HR division staff member informs the nominee, and processes cash payments, Meritorious Step Increases, or other awards, and submits awards to the appropriate payroll office, and ensures the preparation of contract modifications. The Human Resources Specialist assures that nominations submitted to USAID/Washington are provided in the correct format, and submitted to the proper Washington contact.
4. The Human Resources Specialist ensures the annual performance evaluations of all FSNPSCs are accomplished in a timely manner; supervises the maintenance of current files when evaluations and annual step increases are due; and

assures HR staff follows through with employees and supervisors to ensure that evaluations are submitted on or before due dates, and that narratives are consistent with the official duties and responsibilities of the respective position.

5. The Human Resources Specialist supervises implementation of staff training programs and the overall management of the Training facility. Prepares and submits request for the Mission's annual training program, coordinating the requirements of Mission offices, and executes the provision of Mission hosted training. Supervises the HR Assistant/Training Coordinator in the scheduling and maintenance of the USAID/Zambia training facility.

REQUIRED QUALIFICATIONS FOR EFFECTIVE PERFORMANCE

- a. **Education:** Minimum of Three years of University studies in Business Administration, Human Resources Management, Public Administration or related field is required.
- b. **Prior Work Experience:** Minimum of five years of progressively responsible experience in personnel management is required.
- c. **Post Entry Training:** Federal Benefits, counseling for benefit specialists, Position Classification courses or seminars, and other Human Resources related courses as available within the Mission and/or as provided by USAID/Washington and State HRO training. USPSC contracting training and M-CLASS seminar.
- d. **Language Proficiency:** Level IV (fluent) proficiency in oral and written English; and Level IV (fluent) oral and written proficiency in one or more official local languages of instruction. Language competence may be tested.
- e. **Job Knowledge:** Demonstrated knowledge of personnel management is required. A thorough knowledge of Foreign Affairs Manuals, Department of State Standardized Regulations, Federal and USAID personnel and acquisition regulations and AIDAR, as these relate to the employment of Personal Services Contractors, Locally Engaged position Evaluation theory, principles and procedures for M-Class and Federal Travel Regulations are required. Must have a working knowledge of host government guidelines concerning local labor law of employment of local personnel and registration of American personnel. The incumbent must possess knowledge of statutes and regulations, as they deal with Human Resources and administrative services, including those directed by Zambia's labor and government structures (Retirement Scheme Office; Social Security Office, Medical Coverage Institution, and Labor Office).
- f. **Skills and Abilities:** Managerial, analytical and interpersonal skills are critical to the performance of this position. The ability to analyze and interpret complex policies, to articulate these policies and their application to Mission operations, and to put into effective practice USAID regulations and directions is essential. Excellent analytical and writing skills, tact, good judgment, discretion, compassion, and cross-cultural understanding are required to effectively perform the duties. Excellent verbal communication and interpersonal skills are required to explain classification decisions, provide advice and assistance to US employees, and to communicate and work effectively with employees at all levels in discussing sensitive issues. Accuracy, attention to detail and patience are required to explain different types of personnel issues and policies to USDH, USPSC, as well as FSN employees. Requirements also include the ability to function well under pressure, and to exercise flexibility and discretion in resolving problems.

Supervisory Relationship: The Human Resources Specialist works independently, under the minimum supervision of Deputy EXO and the S/EXO. Assignments are made orally and in writing. Most assignments are self-generated and occur in the normal course of work. The Human Resources Specialist sets priorities, and uses initiative in the performance of duties, and only unusual or unique situations are referred to the supervisor for final action and/or direction. The supervisor provides a review of the assignment, the goals and objectives to be achieved, and the results expected; the Human Resources Specialist is expected to carry out those tasks independently. As a senior manager, the Human Resources Specialist may receive direct assignments from the Mission Director or Deputy Mission Director.

Supervisory Control: The Human Resources Specialist provides full line management over two Human Resources Assistants, one Travel and Transportation Assistant and indirect supervision over one FSN Correspondence and Records staff member, coordinating their work by providing a weekly overview of tasks to be performed, setting priorities and receiving information on ongoing tasks, and reaching final decisions on the accomplishment of activities.

EVALUATION AND SELECTION FACTORS

The Government may award a contract without discussions with offerors in accordance with [FAR 52.215-1](#). The CO reserves the right at any point in the evaluation process to establish a competitive range of offerors with whom negotiations will be conducted pursuant to [FAR 15.306\(c\)](#). In accordance with [FAR 52.215-1](#), if the CO determines that the number of offers that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the CO may limit the number of offerors in the competitive range to the greatest number that will permit an efficient competition among the most highly rated offers. The FAR provisions referenced above are available at <https://www.acquisition.gov/browse/index/far>.

TERMS OF APPOINTMENT:

Subject to availability of funds, this will be a five-year contract, with an option to extend, depending upon continuing need of the services.

BENEFITS AND ALLOWANCES:

As a matter of policy, and as appropriate, a PSC is normally authorized benefits and allowances in accordance with the Local Compensation Plan. The final salary of the successful candidate will be negotiated within that range, depending on qualifications and previous earnings history.

APPLYING:

Eligible and qualified offerors/applicants are required to complete and submit:

1. A formal application letter or cover letter.
2. A current CV.
3. Photocopies of all professional certificates and degrees.
4. A fully complete application form DS-174 (available online at <https://eforms.state.gov/Forms/ds174.pdf>). And
5. Contact information for at least three professional references.

Submit your application materials to: exozebmbiahr@usaid.gov noting to reference the solicitation number in the subject of your email.

Only short-listed candidates will be contacted.

The U.S. Mission in Zambia provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. USAID/Zambia also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. We welcome candidates of all backgrounds and with diverse experiences to apply. We are committed to evaluating applications fairly.

--END OF SOLICITATION--